**State of Alabama**
**DISASTER RECOVERY SERVICES**

**REQUEST FOR PROPOSAL**

**RFP QUESTIONS AND RESPONSES**

**April 11, 2003**


The following document represents the questions submitted by potential bidders to the State's Disaster Recovery Services Request for Proposal (RFP):

**GENERAL/ADMINSTRATIVE**

1. General: Does ISD have agreed upon Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for each application with the application owner or functional organization? For example, does the Director of Revenue know how much data the State can afford to lose from when the last tape backup (RPO) and how long the State can afford to be down before the critical financial applications are recovered (RTO)? Would ISD like these metrics defined for each application through a consultative effort or will an overall Recovery Time such as 24 to 48 hours be acceptable at this time? *No. Any Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) would depend on the specific agency and application. Once the contract is implemented; agencies will work with ISD and the selected Vendor to define these objectives.*

2. General: What type of Disaster Recovery Plans are currently in place for each application? If so, would ISD desire validation and assistance refining these plans? If not, would ISD prefer to write these plans in-house or consider assistance through a consultative effort? *This depends on the each agency and application. There is no central management of agency plans or procedures.*

3. General: From the tragedy of 9/11, the DR community has learned some valuable lessons. One in particular is how to relocate critical people and end-users in the event of a disaster or unplanned outage. If ISD experienced such an event to the datacenter, what other offices and ho w many employees in the State's campus will likewise be impacted? *This RFP is concerned initially with the impact to the Data Center, network infrastructure and desktop support staff.* Would ISD give consideration for organizational continuity of these key end-users in this RFP or prefer to add this later? *This capability will be added later.* In this RFP, how many workspaces would be necessary? *This is identified in Hotsite Attachment C – Workspace.* The RFP only identifies 9 operational people who will require workspace. *This issue may be addressed after award of contract.*

4. Attachments A through F: ISD has specified Hotsite and/or Mobile. What does the State mean by Mobile? *The State uses the term "mobile" in the sense that disaster recovery capabilities may be implemented on-site through a mobile unit (trailer, temporary housing, etc.) such that remote hardware may be operated locally. Also, mobile may apply to the ability to provide local access to remote facilities through some capability to reduce the need for employees to relocate to a remote site. For example, if the State's Data Center is down for an expanded period of time, but the local area was not compromised, then some type of mobile unit could be located within the vicinity such that operations could be conducted within that site to some remote facility. Also, suppose the server room is compromised. A mobile unit capable of providing server capability locally without having to travel to a remote site would be preferred. Basically, the State is seeking temporary alternatives to off-site processing that will reduce the cost and inconvenience to the State.*

5. Does the State envision having any equipment shipped and recovered somewhere other than the Hotsite? *It will depend upon the circumstances of the disaster (i.e. – what is impacted, location and or equipment). An example might be an IBM AS400 System damaged at an agency that could temporarily be recovered on a van mounted mobile system near the disaster site. However this example should not restrict your responses to only AS400 equipment as the State will consider all mobile options along with a hot site, but not in lieu of the Hotsite proposal. If your company offers Hotsite and mobile configurations, then the State would be interested in reviewing both proposals.*

6. Wouldn't a Hotsite be preferable with the built-in measures for high availability, resiliency, and security and knowledge that the equipment will be there? *This may depend on the circumstances of the disaster.*

## MAINFRAME

1. How many ESCON channels are required? *48 ESCON*

2. How many Parallel Channels are required? *15 Parallel Channels*

3. What specific Disk are you currently using? *IBM RVA's and STK ICEBERG*

4. We'll need a full feature configuration of the 3745 (it is very feature sensitive machine). *The 3745 has been installed for several years. The IBM configuration is not available. The number of ports can be provided.*

5. May we get a copy of the SYSGEN (detailed hardware configuration) to price this accurately? *Yes*

6. On the IBM 9672-R94 what is the number of MIPS to be recovered? *The entire number of MIPS of this processor is to be recovered.*

7. Item III.2. Expansion / Upgrades needs further detail in order to provide prices. Factors of type of hardware, model number, processor, memory, disc and tape drives are all independent factors of pricing. *Since we are not aware of the initial equipment types and models each vendor will use, we can not provide any information other than our Annual growth rate which is approximately 10 %.*

8. Operating Systems: Will ISD personnel be responsible for loading their own customized Operating Systems on the provided floor Operating System during the annual DR exercise? *If necessary ISD personnel could load the State's Operating System on a provided floor system.*

9. Alternatively, would ISD consider an option to reduce the recovery times and have the DR provider pre-load ISD' Operating Systems? *ISD would like to consider this as an option and will do so if it is provided as part of the RFP response.*

10. Attachment A: "Xerox Laser (2) Must be remote print". Please clarify the Xerox printing requirements. What is the requirement for 2 printers? What is meant by remote print? *The State has a couple of important print requirements that are currently now being done on remote Xerox Laser printers. Operation at a Hotsite will still require the capability to route certain print jobs back to the State for printing in a secure and controlled local location.*

11. Will a single large capacity Xerox printer such as 4635 at the hotsite meet ISD's requirement? *The remote print jobs are designed and formatted for printing on our Xerox Laser printers. Any substitute equipment must not cause or create additional operational problems in printing the pre-printed (strictly controlled) documents.*

## MID-RANGE

1. On the AS/400 9406-720 what are the number of batch and interactive CPW for the unit? *Batch – 420 CPW, Interactive – 120 CPW*

## DESKTOPS

1. Attachments E through F: ISD has requested Dell Poweredge servers. Is there a reason to test and/or recover on Dell specific hardware or will compatible servers be acceptable? This vendor has successfully tested and recovered on Dell-compatible equipment. *In a true Disaster Recovery it would be ideal to have like computers to replace the ones you lost. If there is a complete backup on a server, whether it is Dell, Compaq or IBM, there are certain drivers that are only compatible with those specific servers. These drivers will not work on dislike computers. Because of this, backups will have to be limited to pertinent data only. This could affect programs that run on the servers because of files being in*

*locations unknown to the administrator and missed by the backup. Can it be done, yes, would there be fewer problems with like computers, yes? Our preference would be to have like computers for replacements.*

2. Attachments E through F: Some of the servers do not indicate tape drives in the requirements. Do these servers require a backup/restore method? *Most servers are backed up either by themselves or by another server assuming adequate drive space.*

3. Attachment E: ISD has listed 16 servers; however, some configuration information is missing. Please provide configurations for these servers. *We will provide updated configurations for servers that need to be replaced. NOTE: Attachments E and F have been updated and Attachments E1 through E4 have been deleted.*

4. Attachment E-2: ISD requested a Tape Backup Unit – EXTERNAL 20/40 GB DLT-4000 AUTOLOADER RACK MOUNT. Will DLT-4000 stand-alone tape drives suffice? *An external DLT drive will be fine over an autoloader.*

5. Please confirm the total server count at 32 units? *The total server count is 24. Attachment E identifies 22 servers and Attachment F identifies two (2) servers and their respective configurations. NOTE: Attachments E and F have been updated and Attachments E1 through E4 have been deleted.*

## NETWORK

1. For the T1 connection back to the State Network to support the different agencies:
   a. Full physical address of the location including zip code. Full telephone number of the same physical location including area code. The vendor is not responsible for recovery of the State's network, only the connection back into 64 North Union Street.
   b. This circuit will need to be run into a building other than the primary data center for DR purposes, so please ensure the above address references the "alternate" location. The vendor is responsible for providing the alternate location.
2. What will the bandwidth requirements be between the current data center and the back-up data facility? *The Vendor shall provide 4 DS-3's, 1 Fractional DS-3 (15MBPS CIR), 4 T-1's, and provide pricing for additional DS-3's.*

3. What level of redundancy will be required in the connections between the current data center and the back-up data facility? *The State currently requires that our facility vendors provide redundant facilities. The State expects the vendor to provide the same level of service.*

4. In Section II.12.b, The State makes reference to the requirement for hot-site connectivity to the State's data network. Does this refer only to the Campus

Network in Montgomery, or does it include hot‑site connectivity to network concentration points in other LATA's? *This connection will be for the campus connection in Montgomery only.*

5. Referring to the Network Diagram: Which connections will need to be re-established at the hotsite during a DR exercise or actual recovery? Will the circuits the DR provider installs for Disaster Recovery from the hotsite meet ISD's circuits at a BellSouth Central Office in Montgomery or will we meet ISD's circuits at the Frame Relay cloud? *The Vendor should meet the State at the BellSouth Cloud in Montgomery. The number of DS‑3's and T‑1's are furnished.*

6. Network: How much bandwidth is required to support the current production environment? *The Vendor shall provide 4 DS-3's, 1 Fractional DS-3 (15MBPS CIR), 4 T-1's, and provide pricing for additional DS-3's.*

7. How much is expected to be required in a disaster recovery environment? Network: Are there any Internet access bandwidth requirements? If so, who is the ISP provider? *Internet recovery will be provided by the existing ISP.*

8. Who is the State of Alabama's frame relay provider? *BellSouth*

9. What are the bandwidth requirements for disaster recovery? *The Vendor shall provide 4 DS-3's, 1 Fractional DS-3 (15MBPS CIR), 4 T-1's, and provide pricing for additional DS-3's.*

10. Does all the frame relay traffic come in through a single port or are there more than one frame port (if more than one, how many?)? *The Frame Connection to the Vendor will be through DS-3 connections in the BellSouth switch.*

11. Is their frame connection a standard frame connection or is it an ATM-to-frame connection (prevalent in higher bandwidth environments)? *The current vendor provides both.*

12. Is any or all of the campus network equipment part of the scope of this RFP (and if so, could the state provide manufacturers/model numbers for the equipment we'd need to cover?)? *The campus equipment is not in the scope of this RFP.*

13. Does the state require Internet access from/to the recovery center (it isn't marked on Attachment B)? *No, this will be provided by our ISP – BellSouth.*